

Making a Complaint

Information and advice for residents



We aim to be an outstanding social landlord and deliver high-quality service to residents. However, sometimes we make mistakes.

This leaflet tells you when and how to make a complaint. In every case, we will try to sort out your complaint and use the information you give us to improve our service.

What can I complain about?

You can make a complaint if you think we or one of our contractors have:

- done something wrong;
 - done something badly;
 - not done something that should have been done;
 - not delivered a service within the time promised;
- or
- not followed the correct policy or procedure.

You must make your complaint within six months of when the problem should have been sorted out.

If you are reporting a problem for the first time (for example, a repair) we will treat this as a request for a service. We will not deal with it as a complaint.

How do I complain?

- **In person**
- **Via Peabody's website** www.peabody.org.uk

- **By phone**

020 7021 4444 or 0800 022 4040 (free from landlines)

- **Write to us**

- by letter or by filling in the form at the back of this leaflet and sending it to Complaints, Peabody, 45 Westminster Bridge Road, London, SE1 7JB

- email: peabody.direct@peabody.org.uk

How will you deal with my complaint?

The complaints procedure has three stages:

Stage 1 - First complaint

You should contact either Peabody Direct or the service area you have been dealing with. We will try and sort out your complaint immediately. If this is not possible, we aim to acknowledge your stage 1 complaint within three working days and send you a full written response within 10 working days.

Stage 2 - Complaint to the Governance Team (Complaints)

If you are not satisfied with our response at stage 1, you should contact the Governance Team (Complaints) at Peabody (address as before) or email complaints.info@peabody.org.uk. We aim to acknowledge your stage 2 complaint within three working days and send you a full written response within 15 working days.

If your complaint is complicated, we may need longer than 15 working days to investigate. We will tell you if this is the case and let you know how long the response will take.

Stage 3 - The Complaints Panel

If you are not satisfied with our response at stage 2, you should write to the Board, care of the Governance Team (Complaints) at the address as before. We will refer your complaint to the Complaints Panel who will ask you to come to a meeting to give your complaint in person. You can bring someone along to support you. We aim to acknowledge your stage 3 complaint within three working days. The Panel will hear your complaint within two months. We will send you a full written response within 10 working days of the panel meeting.

We will give you more details about this if your complaint reaches this stage.

What do I do if I still feel that you have not dealt with my complaint properly?

If your complaint has been through all three stages and you are not satisfied that we have sorted out the problem, you can contact the Housing Ombudsman Service. This is an independent national service which investigates complaints against housing associations and other social landlords. You can contact the Ombudsman at:

81 Aldwych
London
WC2B 4HN
Phone: 020 7421 3800
www.housing-ombudsman.org.uk

Do you handle all complaints this way?

No. There are different appeals procedures for some of our services.

- We deal with complaints about a lettings decision through the lettings appeals process.
- We deal with complaints about the amount of rent you are paying through the Rent Assessment Panel.
- We deal with complaints about service charges if you are a leaseholder through the Leasehold Valuation Tribunal.

If you are not sure how we will deal with your complaint, please contact Peabody Direct.

Who can help me make a complaint?

If you need any help in making a complaint, you can contact Peabody Direct.

Translation service

تقديم خدماتنا في شكل منشور بلغات أخرى:

- إرسال منشور عن طريق البريد الإلكتروني إلى: 45 Westminster Bridge Road, London SE1 7JB; أو

- إرسال رسالة إلكترونية إلى: translate@peabody.org.uk

والإلتفاتنا عن اسمك وعنوانك وكلمة التسمية 'ARA Tur' المرجع رقمنا.

Bu broşurün Türkçesini istiyorsanız lütfen şu adrese yazın.

- Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ya da

- İnternet üzerinden e posta gönderin: translate@peabody.org.uk

Adını-soyadınızı, adresinizi eklemeyi ve 'ARA Tur' referans numarasını belirtmeyi de lütfen ihmal etmeyin.

إذا أردت أن تحصل على هذه الكراسة باللغة العربية يمكنك أن:

• تكتب رسالة إلى:

Policy and Insight, Peabody, 45 Westminster Bridge Road,

London SE1 7JB

• نعتك برسالتك عبر البريد الإلكتروني على العنوان:

translate@peabody.org.uk باللغة الإنجليزية،

Si vous désirez obtenir cette brochure en français veuillez :

- Écrire à Policy and Insight, Peabody, 45 Westminster Bridge Road, London SE1 7JB ; ou

- Adresser un courrier électronique à translate@peabody.org.uk en précisant votre nom, votre adresse et la référence 'ARA Fr'.

Se desejar este folheto em português, pode:

- Escrever para o serviço de política e inclusão (Policy and Insight) na morada Peabody, 45 Westminster Bridge Road, London SE1 7JB, ou

- Enviar um email para translate@peabody.org.uk

apresentando o seu nome e a sua morada, e citando 'ARA Por'.

This document is also available in large print, braille or audio format

Peabody
45 Westminster Bridge Road,
London SE1 7JB
Tel: 020 7021 4444 or 0800 022 4040 (free from landlines)
Email: peabody.direct@peabody.org.uk
www.peabody.org.uk

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Complaints Form

Please answer these questions to help us check that we are treating all groups fairly. This information is strictly confidential and we will only use it for monitoring and statistical purposes only.

Are you: Male? Female?

Which of these groups do you consider that you belong to?

White

- White British
- White Irish
- Any other white background
(please give details)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
(please give details)

Mixed

- White & Black Caribbean
- White & Black African
- White and Asian
- Any other mixed background
(please give details)

Black or Black British

- Caribbean
- African
- Any other Black background
(please give details)

- Chinese
- Other
(please give details)

Do you consider yourself disabled?

- Yes No

Name:

Address:

Phone:

Mobile:

Email:

What is your complaint?

Have you contacted us before about your complaint? Yes No

If 'yes' please give us details of the response you received (including who responded and what stage your complaint is at).

How would you like us to sort out your complaint?

Your signature: _____ **Date:** _____

For office use only	Signature of the person who received the complaint: _____
Date we received the complaint: _____	Date logged: _____
Who received the complaint: _____	Complaint reference number: _____